



# Smart Meter Read Hub Advisory Forum

Questions in advance of meeting on 11 September  
4 September 2025



STRATEGIC  
PANEL  
& Committees

## Questions for the Advisory Forum

Some questions have come up during the requirements review and it would be helpful to have feedback on the following at the meeting on Thursday 11 September:

Q1. When retailers are 'pausing' meter reads from going into CMOS in Phase 2, there will need to be a valid data set with reason codes in place. The proposed reason codes are as follows:

- **Disputed reads** - Bilateral raised (asset malfunction)
- **High Consumption** – investigation required
- **Customer SPID data inaccuracy** – investigation required

Are there any other reason codes that need to be added to the valid set?

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Q2. When meter reads need to be amended in the Smart Meter Read Hub by the Wholesaler, there will be a list of reason codes to select, including:

- **Incorrect meter details**
- **Data corruption on submission**
- **Faulty meter or installation**

Are there any other reason codes that need to be added?

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